

CUSTOMER COMPLAINT RATIOS

(for Selected Insurance Companies)

These complaint ratios are based on the number of written complaints received by the Insurance Division from January 1, 2010 to December 31, 2010 for the 11 insurance companies/groups that write more than 95% of the private passenger automobile insurance market. These numbers do not reflect any determination on the part of the Insurance Division as to whether a particular complaint may have been justified or not and include no-fault hearing requests.

Insurance Company/Group	No. of Autos Insured	No. of Complaints Received	Ratio of Complaints per 1,000 Autos
Allstate Ins. Co.'s	70,399	6	0.085
DTRIC Ins. Co., Ltd.	30,263	11	0.363
Farmers Ins. Hawaii, Inc.	98,430	91	0.925
First Ins. Co.'s	26,725	0	0.000
GEICO Ins. Co.'s	193,096	58	0.300
Hartford Underwriters Ins. Co.	29,048	4	0.138
Island Ins. Co.'s	29,769	9	0.302
Liberty Mutual Ins. Co.'s	36,624	24	0.655
Progressive Ins. Co.'s	39,312	9	0.229
State Farm Ins. Co.'s	150,474	9	0.060
USAA Ins. Co.'s	91,887	6	0.065